

United States Senate

WASHINGTON, DC 20510

OK/WCB

January 18, 2012

The Honorable Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

043

Dear Chairman Genachowski,

As reliance on high-speed Internet and mobile communication continues to grow, it is important to recognize that many Americans still rely on their traditional landline phone to engage in commerce, communicate with friends and family, and call for emergency assistance. Nearly two thirds of American households have landline phones, and 62 percent of Americans say the service is a necessity. Unfortunately, this service has become less reliable in certain rural areas due to a call origination, routing, and termination problem that is preventing the delivery of a growing number of calls to customers of rural local exchange carriers.

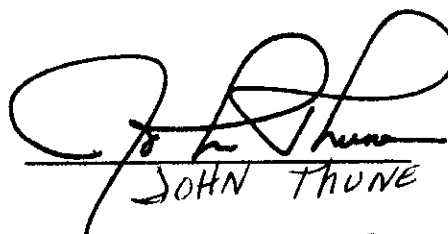
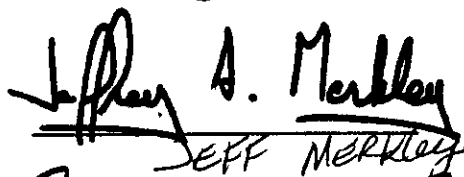
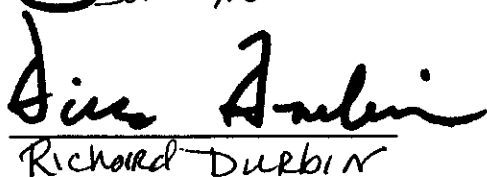
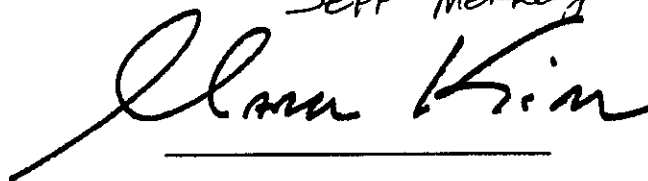
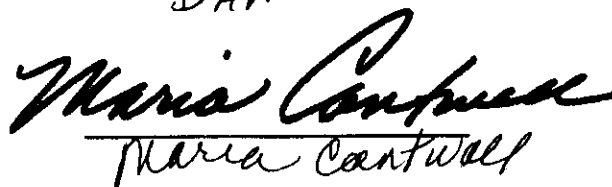
As you know, representatives for rural carriers have reported a staggering 2,000 percent increase in complaints between April 2010 and March 2011 from consumers who have experienced calls that fail to complete, are delayed, have poor voice quality, lack correct caller ID information, or where the originating carrier simply refuses to place calls to certain rural areas. This problem, commonly referred to as "call termination," "dropped calls," or "call completion," is widespread and has been reported by local exchange companies in 36 states.

The failure to complete calls is having a negative effect on local businesses and people throughout rural America and also presents a serious safety concern for affected consumers. Small business owners who are affected by this problem are rightfully frustrated and demand a solution, noting that in this challenging economic climate, businesses rely on reliable telephone service and cannot afford to lose a business opportunity because of a dropped call. Additionally, incomplete calls raise a significant public safety concern that could yield devastating outcomes if this problem is not effectively and promptly addressed.

Despite efforts by rural local exchange companies, state regulatory commissions, and telecommunications trade associations to identify the cause of this problem, there remain many unanswered questions. We appreciate the Commission's creation of the Rural Call Completion Task Force and the workshop that was conducted with key stakeholders on October 18, 2011 to examine the extent of and reasons for the call completion problem. We also hope that the industry can continue to work with the Commission to examine the technical problems and help develop meaningful and effective solutions. We remain concerned, however, that this problem will continue to persist and negatively affect rural consumers without continued action and oversight by your agency.

We respectfully request that you update us about the Commission's efforts to identify the cause of this problem. Should your investigation reveal that responsible parties are engaging in activities that violate the Communications Act or a Commission rule or order, we believe it is critical that the Commission takes the necessary actions to protect consumers and ensure that the widespread and frequent occurrence of undelivered calls to rural areas is addressed. We appreciate your attention to our concerns regarding this problem and look forward to your response.

Sincerely,


JOHN THUNE
KENT CONRAD
E. BENJAMIN NELSON
JOHN HOEVEN
JEFF MERKLEY
Richard Durbin
Claire Kim
TOM HARKIN
DAN COATS
CHARLES GRASSLEY
MARIA CANTWELL
Debbie Stabenow
BERNARD SANDERS

Jon Tester
Jon Tester

Michael Bennet
Michael BENNET

Patrick Leahy
Patrick LEAHY

Mike Johanns
MIKE JOHANN'S

Amy Klobuchar
AMY Klobuchar

Max Baucus
Max BAUCUS

Mark Udall
MARK UDALL

Al Franken
Al FRANKEN

Mike Crapo
Michael CRAPO

James Risch
JAMES RISCH

cc: Commissioner McDowell
Commissioner Clyburn



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable E. Benjamin (Ben) Nelson
United States Senate
720 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Nelson:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

On February 6, 2012, the Commission's Wireline Competition Bureau issued a Declaratory Ruling reminding carriers of the Commission's longstanding prohibition on carriers blocking, choking, reducing or otherwise restricting traffic, and making clear that practices that lead to call termination and call quality problems may constitute unjust and unreasonable practices in violation of the Communications Act. The Declaratory Ruling alerts carriers of their responsibilities and potential liability if they engage in, or use underlying providers that engage in, practices prohibited by the Act or Commission rules. I am enclosing a copy of the Declaratory Ruling for your information.

This Declaratory Ruling is an important step in clarifying the rules of the road. In addition, Commission action in this area is continuing on many fronts, including working with our partners in state commissions to solve the problem, increasing coordination with the Alliance for Telecommunications Industry Solutions (ATIS) – a standards-setting body for carriers – and investigating carrier practices. Appropriate action will be taken against any violation of the Act or Commission rules.

Page 2—The Honorable E. Benjamin (Ben) Nelson

I appreciate your concern and will keep your office informed of developments on the matter. Please let me know if I can be of any further assistance.

Sincerely,

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable James E. Risch
United States Senate
483 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Risch:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable James E. Risch

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Bernard Sanders
United States Senate
332 Dirksen Senate Office Building
Washington, D.C. 20510

Dear Senator Sanders:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

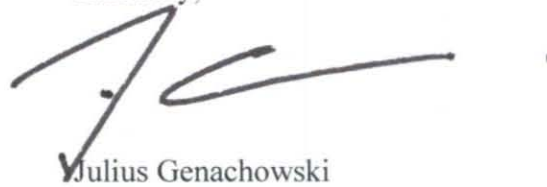
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Page 2—The Honorable Bernard Sanders

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Debbie Stabenow
United States Senate
133 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Stabenow:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Debbie Stabenow

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Jon Tester
United States Senate
724 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Tester:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Jon Tester

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable John R. Thune
United States Senate
493 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Thune:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

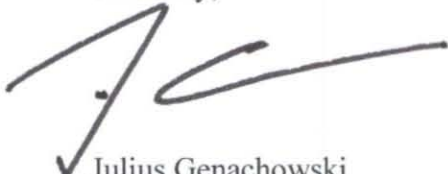
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Page 2—The Honorable John R. Thune

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Sincerely,



✓ Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Mark Udall
United States Senate
317 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Udall:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Mark Udall

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Sincerely,

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Max S. Baucus
United States Senate
511 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Baucus:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Max S. Baucus

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Julius Genachowski

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FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Michael Bennet
United States Senate
702 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Bennet:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.


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Page 2—The Honorable Michael Bennet

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Julius Genachowski

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FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Maria Cantwell
United States Senate
511 Dirksen Senate Office Building
Washington, D.C. 20510

Dear Senator Cantwell:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Maria Cantwell

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Julius Genachowski

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FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Dan Coats
United States Senate
131 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Coats:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Dan Coats

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Kent Conrad
United States Senate
530 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Conrad:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Kent Conrad

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Sincerely,



✓ Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Michael D. Crapo
United States Senate
239 Dirksen Senate Office Building
Washington, D.C. 20510

Dear Senator Crapo:

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Page 2—The Honorable Michael D. Crapo

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Richard J. Durbin
United States Senate
309 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Durbin:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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This Declaratory Ruling is an important step in clarifying the rules of the road. In addition, Commission action in this area is continuing on many fronts, including working with our partners in state commissions to solve the problem, increasing coordination with the Alliance for Telecommunications Industry Solutions (ATIS) – a standards-setting body for carriers – and investigating carrier practices. Appropriate action will be taken against any violation of the Act or Commission rules.

Page 2—The Honorable Richard J. Durbin

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Julius Genachowski

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FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Al Franken
United States Senate
320 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Franken:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Al Franken

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Julius Genachowski

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FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Charles E. Grassley
United States Senate
135 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Grassley:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Charles E. Grassley

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Tom Harkin
United States Senate
731 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Harkin:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Tom Harkin

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable John Hoeven
United States Senate
322 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Hoeven:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

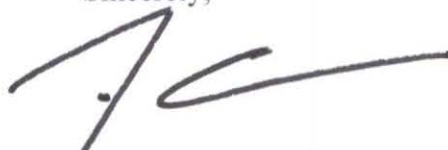
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Page 2—The Honorable John Hoeven

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✓ Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Mike Johanns
United States Senate
404 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Johanns:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Mike Johanns

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Tim Johnson
United States Senate
136 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Johnson:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Tim Johnson

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Mark Steven Kirk
United States Senate
387 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Kirk:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Mark Steven Kirk

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Amy Klobuchar
United States Senate
302 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Klobuchar:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Amy Klobuchar

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Patrick J. Leahy
United States Senate
433 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Leahy:

Thank you for your letter regarding the problem of call completion in rural areas. The consequences of call completion and service quality problems can be dire, impacting families and businesses alike. I am particularly concerned about adverse effects on the availability of reliable telephone service to consumers, businesses, and public health and safety officials in rural America. The Commission has taken several significant steps to identify and remedy the source of these problems, including creating the Commission's Rural Call Completion Task Force – which provides intra-agency coordination among the Wireline Competition, Enforcement, and Public Safety and Homeland Security Bureaus – to tackle the problem, and organizing and hosting a Call Completion Workshop that brought together key stakeholders to discuss the issues and propose solutions.

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Page 2—The Honorable Patrick J. Leahy

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Julius Genachowski

Enclosure



FEDERAL COMMUNICATIONS COMMISSION

March 15, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Jeff Merkley
United States Senate
313 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Merkley:

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